

Current Service Notes for HP OmniBooks.

13 June 2000

Product	Service note	Category	Time Required	Bios	Description	Date
Ob 800	800-01	Fix on fail			CPU Insulator	09/12/1996
	800-02a	Fix on fail	40 minutes	1.02	Suspend/Resume Issues and BIOS 1.02	01/29/1997
	800-03	Fix on fail			Flash Card Incompatibility	11/04/1996
	800-04	Fix on fail			STANDOFF-HEX Replacement	12/03/1996
	800-05	Fix on fail	30 minutes		Mouse Tracking Problem	11/21/1996
	800-06	Update		1.01	Bios and Driver Upgrade	12/20/1996
	800-07	For information			External Monitor Connections	01/14/1997
	800-08	Fix on fail	30 minutes		Mouse Tracking Problem	12/20/1996
	800-09	Fix on fail	15 minutes		Support Plate Insulator	01/02/1997
	800-10	Fix on fail	30 minutes		Mouse Behavior	01/29/1997
	800-11	Fix on fail	5 minutes		16 MB RAM Module Problems	01/30/1997
	800-12a	For information			HDD Breather Hole Covered	06/17/1997
	800-13	Fix on fail	5 minutes		Position of HDD Insulator	04/07/1997
	800-14	Fix on fail	5 minutes		Spacer –link added to Logic Board	04/05/1997
	800-15	For information			Display Labeling Procedure	06/02/1997
	800-16	Fix on fail			Toshiba 2.1GB HDD Problems	06/09/1997
	800-17	For information			2.1 GB HDD Information	10/21/1997
	800-18	Fix on fail	5 minutes		HDD Insulator Quality Upgrade	01/08/1998
	800-19	Fix on fail	5 minutes	2.01	New Bios Release 2.01.00	01/29/1998
Ob 900	900-01	For information		2.13	Docking Trays	04/30/1999
	900-02	For information			Module Bay Adapter Modified	05/26/1999
	900-03	For information	5 minutes	2.24	Bios Update to 2.24.00	06/08/1999
	900-04	Fix on fail	10 minutes		PCMCIA Flex Cables Stiffened	06/11/1999
	900-05	Fix on fail	10 minutes		Keys popping off during keyboard removal	06/14/1999
	900-06	For information			12.1 inch IBM / Mitsubishi Parts	06/03/1999
	900-07a	For information			Motherboard Revision	09/13/1999
	900-08	Fix on fail	5 minutes		FDD detection failure during Hot Plug or Cold Boot	07/07/1999
	900-09	For information			FDD Handling : Electrostatic and Pressure Damage	07/20/1999
	900-10	Fix on fail	30 minutes		LCD Panel Flex Connectors coming loose.	07/29/1999
	900-11	Update	5 minutes	2.24	Burr on HDD Connector and Shorting Problems	09/07/1999
	900-12	Fix on fail	30 minutes		Display Cover Latch Redesigned to Protect LCD	09/24/1999
	900-13	Fix on fail	10 minutes		Corrupt Screen fonts on Windows 95 Desktop	10/29/1999

Current Service Notes for HP OmniBooks.

13 June 2000

Product	Service note	Category	Time Required	Bios	Description	Date
Ob 900 cont ...	900-14	Fix on fail	60 minutes		HDD Protective Bracket added under palm rest	11/11/1999
	900-15	For information		2.13	Operation of DVD Mod / MPEG-2 PC Card/Player	01/26/2000
	900-16	For information			A new HP nameplate hs been introduced	04/05/2000
	900-17	For information			Update OB900 Service Manual re: LCD displays	05/23/2000
	900-18	Fix on fail	10 minutes	3.10 – 7.11	New BIOS Required	04/26/2000
Ob 2000	2000-03	Fix on fail			Replacement of Logic PCA	10/01/1997
	2000-04	For information			2.1GB HDD Information	10/21/1997
	2000-05	For information			Recovery CD Available	10/28/1997
	2000-06	For information			BIOS and Software History	12/01/1997
	2000-07	For information			Correction to Service Manual	12/02/1997
	2000-08	For information			OB3000 AC Adapter Incompatible	12/22/1997
	2000-09	For information			Refurbished OB2000 SKU added	02/01/1998
	2000-10	For information			New OmniBook 2000 SKU added	02/01/1998
	2000-11	Fix on fail	15 minutes		Support Bracket for OFF Button	02/27/1998
	2000-12b	For information	15 minutes		Port Replicator Optional Lever	03/20/1998
	2000-13	For information			Revised 20x / 24x CD-ROM	10/03/1998
	2000-14	For information		3.16	System.Config.Util. reports incorrect HD size	08/26/1999
	2000-15	For information			Clarification of Service Manual re : motherboards	12/09/1999
	Ob 2100	2100-01	For information			Recovery CD/Diagnostics
2100-02		Update	5 minutes		Display Hinge Covers	07/08/1998
2100-03		Fix on fail	5 minutes		Improved FDD Design (F1384A)	07/08/1998
2100-04		For information			OB2100 Display Cover different from OB3100	07/08/1998
2100-05		For information			Caution Routing Wires	07/08/1998
2100-06		Fix on fail			Changing Motherboards set correct keyboard matrix	08/10/1998
2100-07		For information			No Cracked Hinge on OB2100 13 inch displays	09/15/1998
2100-08		For information			To Prevent 13 inch Bezel Breakage	09/09/1998
2100-09		Update	5 minutes		Data Corruption / System Hangs	10/16/1998
2100-10		Update	5 minutes		Audio CD Skips / Torisan Drive	10/16/1998
2100-11		Fix on fail			Euro Currency Symbol	01/21/1999
2100-12c		Fix on fail	30 minutes		Docked Boot Failure / PCMCIA	10/27/1999
2100-13		For information			Motherboard / CPU Compatibilty	01/26/1999
2100-14		For information			4.x GB Hard Disk Drives in 3.2GB SKUs	03/29/1999

Current Service Notes for HP OmniBooks.

13 June 2000

Product	Service note	Category	Time Required	Bios	Description	Date
Ob 2100 Cont ...	2100-15	Fix on fail	10 minutes		Display Settings	03/29/1999
	2100-16	For information			Auto Airline Adapter / Voltage from F1455A	04/15/1999
	2100-17	Fix on fail	30 minutes		Display Flex Cable Rev A to B for 12.1 inch DSTN	04/12/1999
	2100-18	Update	5 minutes	2.03	New BIOS Version 2.03-Addresses HDD corruption	07/26/1999
Ob 3000	3000-01a	Fix on fail	5 minutes		Port Replicator Fuzzy Ext. Video	03/19/1998
	3000-02	Fix on fail	5 minutes		I/O Door Assembly/Broken Hinge	03/09/1998
	3000-03a	Fix on fail	5 minutes		Display Hinges	06/03/1998
	3000-04a	Fix on fail	30 minutes		Display Latch Assembly	07/20/1998
	3000-05	Fix on fail	5 minutes		Display Hinge Covers	06/05/1998
	3000-06	Fix on fail	5 minutes		Improved FDD Design (F1384A)	06/03/1998
	3000-07	For information	5 minutes		RAM (Covers / Doors) Insulator	06/03/1998
	3000-08	Fix on fail	30 minutes		Broken Display Case Hook (Latch)	06/03/1998
	3000-09	For information			Caution Routing Wires	06/03/1998
	3000-10	Fix on fail	45 minutes		Audio Board / Motherboard Issues	06/03/1998
	3000-11	For information			China AC Adapter/Power cord	06/03/1998
	3000-12	Fix on fail	5 minutes		20x CD-ROM Firmware Update	07/27/1998
	3000-13	For information			Australia Remove C-Tick Number	07/24/1998
	3000-14	For information			To Prevent 13 inch Bezel Breakage	09/09/1998
	3000-15	Fix on fail	30 minutes		Display Cover Hinge Crack	09/15/1998
	3000-16	For information	5 minutes		Toshiba 24x CD-ROM/Data Corrupt –Syst. Hangs.	10/16/1998
	3000-17	Fix on fail	5 minutes		Torisan 24x CDRom Audio Skips	10/16/1998
	3000-18	For information			Different screws for left side of 13 inch TFT display	05/15/2000
Ob 3100	3100-01	For information			Recovery CD/Diagnostics	06/04/1998
	3100-02	Update	5 minutes		Display Hinge Covers	06/05/1998
	3100-03	Fix on fail	5 minutes		Improved FDD Design (F1384A)	06/03/1998
	3100-04	Fix on fail	30 minutes		Display Latch	06/03/1998
	3100-05	For information			Caution Routing Wires	06/03/1998
	3100-06	Fix on fail			Changing Motherboards set correct keyboard matrix	08/10/1998
	3100-07	Fix on fail	30 minutes		Crack in Display Hinge Area	09/15/1998
	3100-08	For information			To Prevent 13 inch Bezel Breakage	09/09/1998
	3100-09	Update	5 minutes		Data Corruption/System Hang & Toshiba CD-ROM	10/16/1998
	3100-10	Update	5 minutes		Audio CD Skips / Torisan Drive	10/16/1998

Current Service Notes for HP OmniBooks.

13 June 2000

Product	Service note	Category	Time Required	Bios	Description	Date
Ob 3100 Cont ...	3100-11	Fix on fail			Euro Currency Symbol	01/21/1999
	3100-12	For information			Docked Boot Failure / PCMCIA	01/27/1999
	3100-13	For information			Motherboard / CPU Compatibilty	01/26/1999
	3100-14	Fix on fail	10 minutes		Display Setting	03/29/1999
	3100-15	Update	5 minutes	2.03	New BIOS Version 2.03-Addresses HDD corruption	07/26/1999
Ob 4000	4000-01	Fix on fail	60 minutes		Imaged HDD Strategy Change	02/24/1997
	4000-02	For information			Repair Strategy Change	03/03/1997
	4000-03	For information			OB3000 AC Adapter Incompatible	12/22/1997
Ob 4100	4100-01	Fix on fail		2.00	Pentium II Motherboard Part Numbers	08/12/1998
	4100-02	Update	10 minutes		Drifting Mouse / Pointing Stick	10/08/1998
	4100-03c	Update	10 minutes		Boot Failure / Loose CPU Dislodged	03/22/1999
	4100-04	Fix on fail	60 minutes		Diplay Distortion 13 Inch LCD	11/12/1998
	4100-05	Fix on fail			LCD Repair Procedure to prevent image distortion	11/12/1998
	4100-06	Update		2.00	Error 0232 : Extended Ram Failure	11/16/1998
	4100-07b	For information			14.1 Inch LCD Repair Parts	03/12/1999
	4100-08	For information			LCD Repair – Best Practices	01/22/1999
	4100-09	Fix on fail			Euro Currency Symbol	01/15/1999
	4100-10	For information			HDD Partitioning / Recovery CD	02/02/1999
	4100-11	Fix on fail	40 minutes		Temp. Display shortage 13.3 upgrade to 14.1 inch	07/09/1999
	4100-12	For information			FDD Handling : Electrostatic and Pressure Damage	07/20/1999
	4100-13	Update	5 minutes	2.03	New BIOS version 2.03–Addresses HDD corruption	07/27/1999
	4100-14a	Fix on fail	30 minutes		Cracks in OmniBook 4100 Display Cover and Bezel	05/03/2000
	4100-15	Update			New Spacer Required to keep Video Card Seated	03/08/2000
	4100-16	Fix on fail			5100mAh Batteries May Need Reprogramming	03/09/2000
	4100-17	Fix on fail	30 minutes		Display case can damage IBM LCD Flex Cable	04/06/2000
Ob 4150	4150-01	Fix on fail	30 minutes	2.13	Battery Charging/Docking Problems	11/15/1998
	4150-02	Fix on fail			Euro Currency Symbol	01/15/1999
	4150-03	Fix on fail	60 minutes		Floppy Drive/Parallel Port	01/15/1999
	4150-04	For information			LCD Repair – Best Practices	01/22/1999
	4150-05	For information			HDD Partitioning / Recovery CD	02/09/1999
	4150-06a	For information			14.1 Inch LCD Repair Parts	03/09/1999
	4150-07	For information	5 minutes	2.24	Bios Update to 2.24.00	06/15/1999

Current Service Notes for HP OmniBooks.

13 June 2000

Product	Service note	Category	Time Required	Bios	Description	Date
Ob 4150 cont...	4150-08b	Fix on fail	30 minutes		Cracks in OmniBook 4150 Display Cover and Bezel	05/03/1999
	4150-10	Fix on fail	30 minutes		Loose Panel Screws Causing IBM Display Short	07/13/1999
	4150-11	Update	10 minutes		Video Card Spacer Required	07/21/1999
	4150-12	For information			FDD Handling : Electrostatic and Pressure Damage	07/22/1999
	4150-13	For information			EMI Shield can short causing display to go blank	07/21/1999
	4150-14b	Fix on fail	5 minutes		Cover Strip modified to prevent docking problems	11/30/1999
	4150-15	Fix on fail	10 minutes		Corrupt Screen fonts on the Windows 95 Desktop	10/29/1999
	4150-16	For information			Incorrect Service Manual info Re : CPT LCD panels	12/08/1999
	4150-17a	Fix on fail	5 minutes		Slight variations in docking connector height	04/07/2000
	4150-18	For information		2.13	Operation of DVD Mod / MPEG-2PC Card/Player	01/26/2000
	4150-19	Update	10 minutes		CPU Heatsink Modified / Mechanical Interference	01/27/2000
	4150-20	Fix on fail	5 minutes		New Docking Door Spring to fix Docking Problems	02/07/2000
	4150-21	For information			Clarification of CPU Cooling Solutions	03/01/2000
	4150-22	For information			New HDD Housing Kit reduces Mechanical Shock	03/15/2000
	4150-23	Fix on fail			5100mAh Batteries May Need Reprogramming	03/15/2000
	4150-24	For information			A new HP nameplate has been introduced	04/05/2000
	4150-25	Fix on fail	30 minutes		Display case can damage IBM LCD Flex Cable	04/06/2000
	4150-26	Fix on fail	10 minutes	3.10 – 7.11	New BIOS Required	04/26/2000
	4150-27	For information			Update OB4150 Service Manual Re : LCD displays	05/10/2000
	Ob 5000	5000-01	Fix on fail	10 minutes		Display Springs & Chassis Update
5000-02		For information			Correction / Familiarization Guide	10/22/1996
5000-03		Fix on fail	15 minutes		HDD Breather Hole Covered	01/30/1997
5000-04		Fix on fail	15 minutes		Sus. To Ram Lockup / Real Time Clock	04/15/1997
5000-05		Fix on fail			Printing Serial Number Labels	04/02/1997
5000-06		For information			Repair Strategy Change	04/15/1997
5000-07		For information			Repair Strategy Change	04/07/1997
5000-08		For information			OB3000 AC Adapter Incompatible	12/22/1997
5000-09		For information			New HDD Plastic Kit	05/22/1998
Ob 5500	5500-01	Fix on fail	60 minutes		CMOS IC Update/RealTime Clock	08/06/1996
	5500-02	For information			Recovery CD-ROM Part Numbers	10/21/1996
	5500-03	Update	15 minutes	2.12	BIOS Release 2.12	10/16/1996

Current Service Notes for HP OmniBooks.

13 June 2000

Product	Service note	Category	Time Required	Bios	Description	Date	
Ob 5500 Cont ...	5500-04	Fix on fail	60 minutes		Keyboard and Palmrest Assy. Parts	10/14/1996	
	5500-05	Fix on fail	60 minutes	2.10	New Display Available	11/11/1996	
	5500-06	Fix on fail			Recovery Procedure & Drive Lock	12/11/1996	
	5500-07	Fix on fail			Backup Battery Concerns	12/12/1996	
	5500-08	For information			6x-10x Replacement CD ROM Drive	01/08/1997	
	5500-09	Fix on fail	15 minutes		HDD Breather Hole Covered	01/30/1997	
	5500-10	Fix on fail			Printing Serial Number Labels	04/02/1997	
	5500-11	Fix on fail			Battery Latch/Lower Chassis Case	04/10/1997	
	5500-12	Fix on fail		2.12.90	Erratic Mouse / Keyboard	05/06/1997	
	5500-13	For information			2.1 GB HDD Information	10/28/1997	
	5500-14	For information			OB 3000 AC Adapter Incompatible	01/05/1998	
	5500-15	For information			Revised 20x/24x CD-ROM Drive	10/20/1998	
	5500-16	For information		2.16	System.Config.Util. reports incorrect HD size	08/26/1999	
	Ob 5700	5700-01	Fix on fail		3.02.00	FDD and BIOS Upgrade	06/25/1997
		5700-02	For information			Toshiba HDD Problems	06/23/1997
		5700-03	For information			XGA / TFT Display Quality Criteria	07/10/1997
5700-04		Fix on fail			Logic PCA Replacement	10/01/1997	
5700-05		For information			2.1 GB HDD Information	10/21/1997	
5700-06		For information			Correction to Service Manual	12/02/1997	
5700-07		For information			OB 3000 AC Adapter Incompatible	12/22/1997	
5700-08		For information			Refurbished OB 5700 SKU Added	02/02/1998	
5700-09		For information			New OB5700 SKU Added	02/02/1998	
5700-10		Fix on fail	15 minutes		Support Bracket for OFF Button	02/27/1998	
5700-11b		For information	15 minutes		Port Replicator Optional Lever	03/20/1998	
5700-12		For information			Revised 20x / 24x CD-ROM	10/20/1998	
5700-13		For information		3.16	System.Config.Util. reports incorrect HD size	08/26/1999	
Ob 7100	7100-01	For information		2.00	Recovery CD/Diagnostics	06/04/1998	
	7100-02	Fix on fail			Audio CD Skips / F1446A CD/FDD modules	12/01/1998	

Current Service Notes for HP OmniBooks.

13 June 2000

Product	Service note	Category	Time Required	Bios	Description	Date	
Ob 7150	7100-03	Fix on fail			Euro Currency Symbol	01/25/1999	
	7100-04	For information			HDD Partitioning / Recovery CD	02/09/1999	
	7100-05	Update	5 minutes	2.03	New Bios Version 2.03–Addresses HDD corruption	07/27/1999	
	7150-01	Fix on fail		2.00	Euro Currency Symbol	01/25/1999	
	7150-02	For information			HDD Partitioning / Recovery CD	02/09/1999	
	7150-03	For information		2.01	8MB DRAM VGA Video Card & BIOS 2.01	04/14/1999	
	7150-04	Update	5 minutes	2.04	New Bios Version 2.04–Addresses HDD corruption	07/28/1999	
	7150-05	For information		2.01b -2.04b	Upgrading BIOS on certain units-renders unusable	10/06/1999	
	Other svc notes	1195-01	For information			FDD Failure OB5500	10/25/1996
		1465-01	Fix on fail	5 minutes		Kingmax Hardware DVD PC Card	06/30/1999
Cable-01		For information			3 Wire UK Power Cord	05/20/1998	
Cable-02		For information			2 Wire UK Power Cord	07/20/1998	
CDRom-01		For information			New CD Rom for OmniBooks	06/02/1999	
Docks-01		Fix on fail			Cold-Undock Failure F1451A / F1452A	07/20/1998	
Docks-02		For information			Data Corruption / HDD /Full Dock	12/15/1998	
Docks-03		For information			OB900 Docking Trays	03/31/1999	
Docks-04		Fix on fail			Dock Releasing Mechanism Failures and the OB900	08/12/1999	
Hdd-01a		For information			HDD Matrix/HDD Spacers	04/01/1999	
HDD2G-01A		For information			2GB HDD Service usage matrix	10/14/1998	
Hddal-01		For information			SMART HDD Support Policy	11/09/1998	
RecvyCD-01		For information			OmniBook Recovery CDs Service Matrix	12/15/1999	
Screw-01		For information			Screw Part Numbers Consolidated	03/09/1999	
Sojourn-01		For information			Rubber Shoe Problems / OmniBook Sojourn	10/23/1998	
W2kbs-01	For information			New BIOS to Eliminate Data Loss w/ Win2000	03/17/2000		

DEFINITIONS

FIX ON FAIL: IF THE DEFECTIVE UNIT SHOWS THIS FAILURE, PLEASE REFER TO THIS SERVICE IN ORDER TO MEND IT.

UPDATE: THIS SERVICE NOTE APPLIES TO ANY OMNIBOOK RECEIVED OR WITHIN THE DEFINED RANGE.

FOR INFORMATION: THE SERVICE IS DOCUMENTED FOR TECHNICAL INFORMATION.